



**STATE OF MONTANA  
MONTANA DEPARTMENT OF TRANSPORTATION  
JOB PROFILE**

☐  
☒

Update  
Formal Review

**Date Submitted** 06/29/2012

---

***SECTION I - Identification***

---

**Working Title:**

Administrative Assistant

**Department:**

Montana Department of Transportation

**Job Code Number:**

436114

**Division & Bureau:**

Aeronautics Division  
Safety and Education Bureau

**Job Code Title:**

Administrative Assistant

**Section & Unit:**

**Pay Band: 4**

**Work Address:**

2630 Airport Road  
Helena, MT

**Position Number: 04019**

**Phone:** (406) 444-9566

☐ FLSA Exempt ☒ FLSA Non-Exempt

☐ Non-Union ☒ MPEA ☐ Blue Collar

**Profile Completed By:**

Dave Hoerner

**Work Phone:**

444-9568

***Work Unit Mission Statement or Functional Description:***

The Montana Aeronautics Division has two bureaus: Safety and Education and Airports/Airways. These bureaus are responsible for providing for the protection and promotion of safety in aeronautics. The Division facilitates the maintenance of airports and the various components of airport infrastructure, including visual and electronic navigational facilities and flying aids. Efforts to foster, promote, and supervise aviation and aviation safety are coordinated through educational efforts and programs, registering aircraft and pilots in accordance with Montana laws and regulations; and coordination and supervision of aerial search and rescue operations. In accordance with the maintenance and safety aspects of the Division's overall mission, it administers a loan and grant program to municipal governments to fund airport development and improvement projects.

## The Safety and Education Bureau

The Safety and Education Bureau develops, promotes and administers the state's aviation safety and education programs including, the annual college-accredited Aviation Teacher Workshop, the Aviation Career Academy, and state aviation education programs. The Bureau also coordinates the statewide air search and rescue program, trains the program volunteers and coordinators, and maintains an aviation resource library. Additionally, the Bureau administers the statewide aircraft and pilot registration program, conducts and promotes the annual winter survival clinic, the flight instructor refresher clinic, and the mountain search pilot clinic.

---

### ***Describe the Job's Overall Purpose:***

This position is responsible for the coordination of various educational clinics and training opportunities annually in order to foster, promote aviation safety as prescribed by the division's overall mission.

Clinics, seminars and trainings are coordinated through a variety of educational efforts and programs, registering aircraft and pilots in accordance with Montana laws and regulations; and coordination with aerial search and rescue operations. Examples of educational efforts can include the Surratt Memorial Winter Survival Clinic, 16-hour approved flight instructor refresher clinic, college accredited aviation teacher workshop, the MDT aviation art poster contest, aviation career academy for high school students, mountain search pilot clinic for the statewide air search program. Tasks associated with coordinating these educational programs include training materials coordination, development and assembly, coordination of site locations, speakers and facilities, and promoting the divisions educational, training and outreach activities.

The position is responsible for coordinating office management systems to ensure efficient division operations and activities. Manages the daily functions of the office by serving as the initial point of contact for customers, records management, website/technical expert for the division, updates, etc, acct payable/receivable functions, maintains pilot registration database, assists with the state wide air search and rescue program, special research projects as needed, and assists other division staff as needed.

The position is required to travel on an infrequent basis, depending on scheduled educational offerings. Travel is statewide and may include overnight travel. The position reports to the Safety and Education Bureau Chief and does not directly supervise other personnel.

---

### ***SECTION II - Major Duties or Responsibilities***

*This section should be a clear concise statement of the position's major duties and the approximate percent of work time for each duty*

***% of Time***

#### **PROGRAM IMPLEMENTATION & COORDINATION**

**60%**

Coordinates the Aeronautics Safety & Education efforts for the division. Ensures pilots, instructors, and school aged children, as well as, those interested in learning more about aviation in Montana have access to available aviation training. This involves research of related aviation topics for potential offerings, coordinate logistics related to guest speakers, materials, meeting facilities from planning the planning phase through completion. Ensuring the division's website and print materials are up to date by working with the department's informational services division, print services and internal staff to modify and create information and materials such as flyers and electronic announcements.

1. Coordinates all event logistics by scheduling room, equipment and necessary training materials for the clinic/training/seminar in accordance to the needs of the class, the speaker, the audience. In coordination with the bureau chief and those organizations that have requested this training, will design curriculum, maintain class rosters and evaluation information. All event information is tracked and logged for use with future educational classes.
2. Assists the Safety and Education Bureau Chief with implementation of contracts to secure speakers, meeting locations, food and beverage contracts, audio visual contracts, insurance waivers. This involves working directly with the bureau chief, contracted speakers and/or site locations to determine necessary materials and equipment as well as providing any needed technical assistance to contracted speakers, attendees and ensures that the sessions are implemented and coordinated in accordance with predetermined requirements as set forth in the signed contracted agreements.
3. Markets educational programs and available training to targeted audiences to ensure capacity limits. This involves creating and distributing flyers using Microsoft Publisher, researching contact information and appropriate audience markets, assembling contact lists, e-mail announcements, networking with schools, libraries, and other various venues in order to establish connection and schedule educational events.
4. Responsible for the enrollment process and materials coordination related to the division's educational offerings such as clinics, seminars and trainings. This involves receiving contact information, answering questions, tracking number of attendees, implements changes to class schedules, enrollment list and maintains all contact information electronically for future use.
5. Trains educational participants on a variety of aviation topics that can include "science of flight", aircraft simulator, Aviation careers, Phonetic Alphabet, learning airplane parts and making paper airplanes (to young students). This involves modifying content of presentation and materials to fit the needs of the audience, utilizing hands-on examples to aptly display aeronautics concepts such as air flow and the science of how aircraft take flight.
6. Maintains and monitors division training information. ~~in Excel~~. This involves entering and maintaining informational items such as pilot registrations, participant contact information, and training evaluations. Pilot information must be maintained in accordance with FAA regulations.
7. Updates and maintains the State Air Search and Rescue manual for the statewide air search and rescue program, disseminates information to Aeronautics staff and statewide volunteer coordinators and maintains inventory of all search and rescue equipment. This involves entering data on aeronautical maps, hand drawing grids, printing and laminating, entering accident data into excel spreadsheet and tracking search and rescue equipment (location devices, antenna's, etc.) through established inventory tracking form and electronic database.
8. Maintains and distributes the Bureau's "Science of Flight" kit for upper elementary and middle schools. This involves updating, replenishing materials as well as maintaining the checkout processes and procedures to ensure materials are returned with in guidelines.
9. Represents the division and the Montana Department of Transportation by providing assistance, answering questions, providing educational materials and literature, referring customers to appropriate technical and professional personnel and organizations with in the department, bureau or outside state government that may be able to assist further. Writes and submits news releases to the department's publicist for statewide distribution.

**AERONAUTICS ACCOUNTING, ADMINISTRATIVE & CUSTOMER SUPPORT****35%**

Provides accounting, administrative, and customer service support for the Aeronautics Division.

Typical duties involve technical accounting functions, records management, front office support, and providing recommendations for technical and supportive functions.

1. Process accounts payable/accounts receivable to ensure that the division's financial obligations are met. This involves routing all of the divisions account payables for proper coding, entering payments of accounts payable; routing to the division's financial personnel for approval of payment and tracking payments to ensure entries are not duplicated. To ensure compliance the position uses knowledge of the state accounting policies, federal guidelines, GAAP and Accounting standards and regulations.
2. Records management coordinator for the Aeronautics Division. This involves ensuring the division maintains compliance with the State of Montana's recommended retention schedule by coordinating and communicating retention scheduling and requirements to division staff, serving as the liaison between Aeronautics and MDT's record storage division, and ensuring the records of the division are properly maintained.
3. Develops and maintains a cataloging system for the Safety and Education Bureau's aviation library. This position is responsible for checking in/out and tracking the loaned aviation resources. This position works to incorporate the Aeronautics Division aviation library with Montana Department of Transportation's library.
4. Updates and maintains the Montana state pilot database (the annual registration of pilots is a Montana state law) this is an ongoing project throughout the calendar year. This involves ordering pilot registration cards each year, entering the data correctly on each pilot registration card into an oracle data base, printing a pilot registration card ~~on Bar-tender~~ and mailing out publications that are ordered.
5. Recommends technical improvements to Safety and Education bureau chief to ensure bureau and division are operating efficiently. Technical recommendations can include a search and rescue database to track accidents, incidents, electronic mapping; or a database to manage all clinics and participants.
6. Front office support. This involves assisting walk-in customers by answering questions or directing to appropriate personnel initial contact for customers, answering the phone, open, sort and route mail, fax.

**OTHER DUTIES AS ASSIGNED****5%**

1. Provide administrative support to other division staff during periods of absence, unavailability and increased workflow to ensure the effective and consistent delivery of Division operations.
2. Serve as Division support receptionist and initial point of contact for customer service. Respond to inquiries and direct calls and questions to the appropriate Bureau or personnel.
3. Serves as back up to multiple accounting functions in order to assist the division accountant. Duties include reconciling daily income reports verify balances and request any necessary corrections, processing daily deposits, and billing of the Aeronautics business in an accurate, timely and efficient manner by keeping up with deadlines and cross referencing for a balanced accounting

system and reconciliation of the aircraft registration deposits to SABHRS system in order to ensure all systems reflect the same information. Compiles reconciliation sheets, reviews reports and compares all account and fund reports. Researches any differences, requests necessary corrections.

4. Serves as back up for the system to track aircraft by aircraft registration number and by registration payment deadline for the state's Montana based aircraft.
5. May serve in a professional capacity as the aviation search and rescue on duty officer for the Division's aviation search and rescue missions and activities during normal work hours. As the on-duty officer, the position will be the first contact for all aviation search and rescue activities in the state, is responsible for determining what course of action should be taken.
6. Assist in special projects as requested by the Division Administrator that can include data collection and analysis such as upcoming topics in aviation such as career opportunities, identification of new audiences for educational clinics/seminars/trainings.

- 
1. ***The following duties and/or specific tasks listed under section II above are considered "essential functions" because they require specialized expertise and skill and are the primary reasons the job exists (they must be performed by this position with or without accommodations):***

Duties A and B are considered essential functions.  
Valid Montana Drivers License is an essential function

***The following mental and physical demands are associated with these essential functions:***

**PHYSICAL**

- Light lifting, carrying light items
- Remain seated for extended periods of time
- Walking, standing, bending
- Ability to drive the state car

**MENTAL**

- Operating a computer and other office equipment
- Graphic Design ability
- Communicate in writing, on the phone, in person, and in front of a crowd
- Ability to research and analyze
- Ability to multi task
- Make decisions in a timely manner
- Accuracy in all aspects of work
- Ability to meet deadlines
- Resolve billing problems and knowledge of billing process

2. **Does this position supervise others?** ☐ Yes ☒ No

Number directly supervised:

Position Number(s) of those supervised:

3. **Attach an Organizational Chart.**

(Attached)

---

**SECTION III - Minimum Qualifications - List minimum requirements for the first day of work.**

---

**Critical knowledge and skills required for this position:**

**KNOWLEDGE:**

Ability to comprehend and interpret laws, policies and procedures; project management: general marketing principles and practices, content design and layout; Structure and content of the English language: rules of composition and grammar as related to business and marketing and general office correspondence, general knowledge of press releases; knowledge of Mathematics and statistics and the ability to apply to general calculations related to business applications such as calculating costs, accounting, determining values, project. Knowledge of the principles and practices of governmental accounting, state and federal regulations and accounting requirements, GAAP, department and state automated financial systems such as SABHRS and HOC; general knowledge of contract requirements and legal practices when reviewing contracts; general knowledge of adult and child learning methods education principles, techniques and procedures for use when conducting educational sessions such as clinics, seminars and trainings; general clerical and Administrative business practices procedures and systems, word processing and records management practices and procedures; and general Aeronautical knowledge or interest in the field of Aeronautics.

**SKILLS:**

The position requires skill in analyzing and reconciling accounting data, research and analyzing training content; planning when overseeing and coordinating projects and multiple efforts with often competing timelines such as educational clinics, trainings, and seminars, accounting reconciliations, interpersonal communication when delivering training, developing training materials, speaking or writing other various office correspondence, coordination of, judgment, decision making and problem solving when providing technical assistance to division staff or customers, social perceptiveness, using general and standard office equipment, using various Microsoft programs such as Word, Excel, Outlook, Publisher, PowerPoint, multifunction calculator, other specialized aeronautical devices such as GPS, and other location devices as well as other business software and standard computer hardware.

**Behaviors required to perform these duties:**

See MDT Core Competencies

**Education:**

Check the one box indicating minimum education requirements for this position for a new employee the first day of work:

- |   |   |
|---|---|
| <input type="checkbox"/> No education required                | <input checked="" type="checkbox"/> Related AAS/2-years College/vocational training |
| <input type="checkbox"/> High school diploma or equivalent    | <input type="checkbox"/> Related Bachelor's Degree                                  |
| <input type="checkbox"/> 1-year related college/voc. training | <input type="checkbox"/> Related Master's degree                                    |

Requires an Associate's degree in Business Technology, or related field and one-year of related experience planning and coordinating projects with multiple efforts and competing timelines.

**Please specify the acceptable fields of study:***Acceptable:*

Business Technology, Accounting Technology, Office Technology, Computer Technology, Fire and Rescue, Aviation Mechanics, General Education, Communications, Graphic Design, Oracle

**Other education, training, certification, or licensing required (specify):**

Montana Driver's License

**Experience:**

Check the one box indicating minimum work-related experience requirements for this position for a new employee the first day of work:

- |   |  |
|---|--|
| <input type="checkbox"/> No prior experience required | <input type="checkbox"/> 3 years         |
| <input checked="" type="checkbox"/> 1 year            | <input type="checkbox"/> 4 years         |
| <input type="checkbox"/> 2 years                      | <input type="checkbox"/> 5 or more years |

**Other specific experience (optional):****Alternative Qualifications:**

This agency will accept alternative methods of obtaining necessary qualifications.

☒ Yes ☐ No

**Alternative qualifications include:**

One-year of college coursework and three years of related experience.

---

***SECTION IV – Other Important Job Information***

---

- |  |  |
|--|--|
| <input type="checkbox"/> Fingerprint check | <input checked="" type="checkbox"/> Valid driver's license |
| <input type="checkbox"/> Background check  | <input type="checkbox"/> Other; Describe                   |

---

**SECTION V – Signatures**

---

Signature indicates this statement is accurate and complete.

***Employee:***

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

***Immediate Supervisor:***

Name: Dave Hoerner \_\_\_\_\_

Title: Safety and Education Bureau Chief

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

***Bureau Chief:***

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

***Division/District Administrator:***

Name: Debbie Alke \_\_\_\_\_

Title: Administrator \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

***Department Designee:***

Name: Linda McKinney \_\_\_\_\_

Title: Policy and Program Manager

Signature: \_\_\_\_\_

Date: \_\_\_\_\_